

Access to Eligibility  
Support Services for Health, Nutrition, and  
Child Care  
Usage and Eligibility Results Report

**As of March 31, 2014**

# ACCESS Report Summary

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## Am I Eligible<sup>1</sup>

- **Self Assessments**

- Started to date: **1,122,756**
- Average started per month: **11,198<sup>2</sup>**
- Completed to date: **1,049,828**
- Average completed per month: **10,412<sup>2</sup>**

- **Households**

- Number of households found potentially eligible for at least one program: **1,030,291**
- Percentage of households who completed the screener that were found potentially eligible for at least one program: **98%**

- **Am I Eligible at a Glance**

- Of the percentage of households found potentially eligible for FoodShare, the average FoodShare value is: **\$199.80**
- On average, it took between **15 to 20** minutes to complete a self assessment

- **Check My Benefits<sup>3</sup>**

- Number of MyACCESS accounts created: **916,194 (583,321 unique accounts)**

Source data: ACCESS

1. Cumulative total from August 2004 to present month.

2. Average over the last 3 months.

3. Cumulative total from September 2005 to present month.

# ACCESS Report Summary (cont.)

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## Apply For Benefits<sup>1</sup> (AFB)

### • Applications

- Started to date: **2,410,502**
- Average started per month: **69,465<sup>2</sup>**
- Submitted to date: **1,576,899**
- Average completed per month: **28,021<sup>2</sup>**
- Full applications: **1,538,504**
- Applications with just filing date: **38,395**
- Priority Service Eligible: **33%**

### • Applications by Program

- FoodShare: **1,187,196**
  - Priority Service Eligible: **501,009**
  - Not Priority Service Eligible: **686,187**
- Health Care: **716,894**
- Family Planning Waiver: **347,844**
- Child Care: **1,925**

## Report My Changes<sup>3</sup> (RMC)

### • Reports

- Started this month: **11,836**
- Submitted this month: **8,211**

## Renew My Benefits

### • Renewals

- FoodShare: **9,290**
- Health Care: **4,849**
- Family Planning Waiver: **1,026**
- Child Care: **1,045**

## Six Month Report Forms (SMRFs)

### • Submissions

- FoodShare : **6,614**
- Child Care : **951**

Source data: ACCESS and CARES

1. Cumulative totals from June 2006 to present.

2. Average over the last 3 months.

3. Cumulative totals from September 2006 to present

# ACCESS Report Summary (cont.)

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## ACCESS Usage Statistics

- **Login**

- Total number of times users logged in to ACCESS: **260,057**
  - Percentage of ACCESS logins in Spanish: **0.28%**
- Total number of times users logged in to CMB: **228,485**
  - Total number of distinct users who logged in to CMB: **85,919**
  - Total number of repetitive CMB logins by users: **142,566**

- **Expired Applications**

- Total applications that expired this month: **8,443**
  - Percentage of expired applications that were Spanish applications: **1.40%**

- **Spanish**

- Households who completed AFB application in Spanish: **2.34%**
- Households who completed the change report in Spanish: **0.32%**
- Households who completed Screener in Spanish: **0.16%**

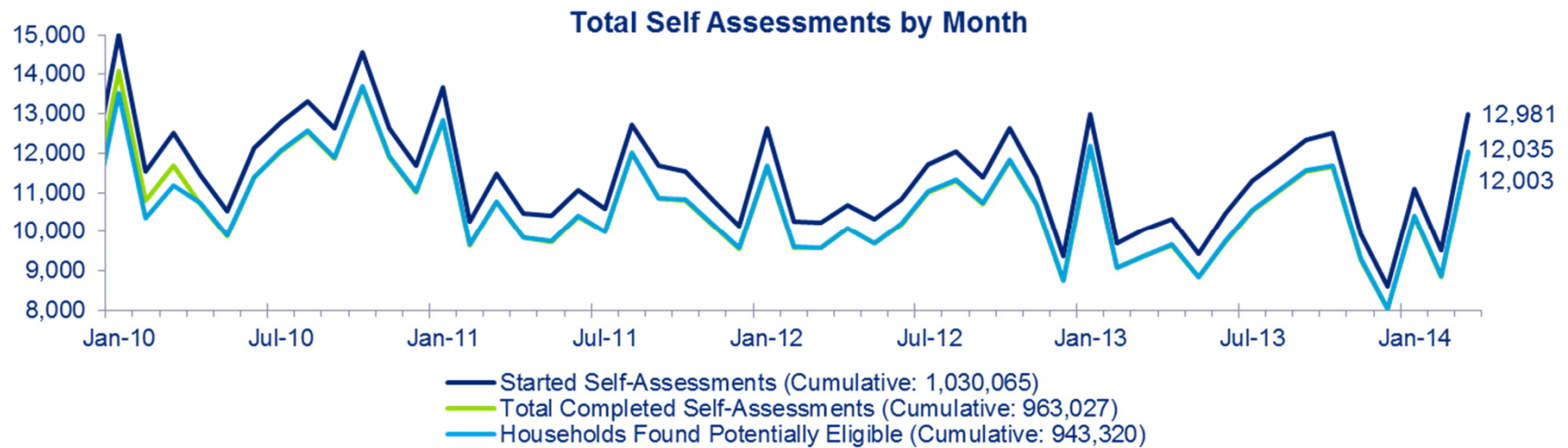
Source Data: ACCESS and CARES

1. Due to recent system changes, this number is currently unavailable.

# Am I Eligible? (AIE)

Usage and Eligibility Results Report  
As of March 31, 2014

# AIE Self Assessment Statistics



Average self assessments started per month: **11,198**

Average self assessments completed per month: **10,412**

## Notes:

August 2004 through November 2004 totals include the Family Medicaid and FoodShare Programs only.

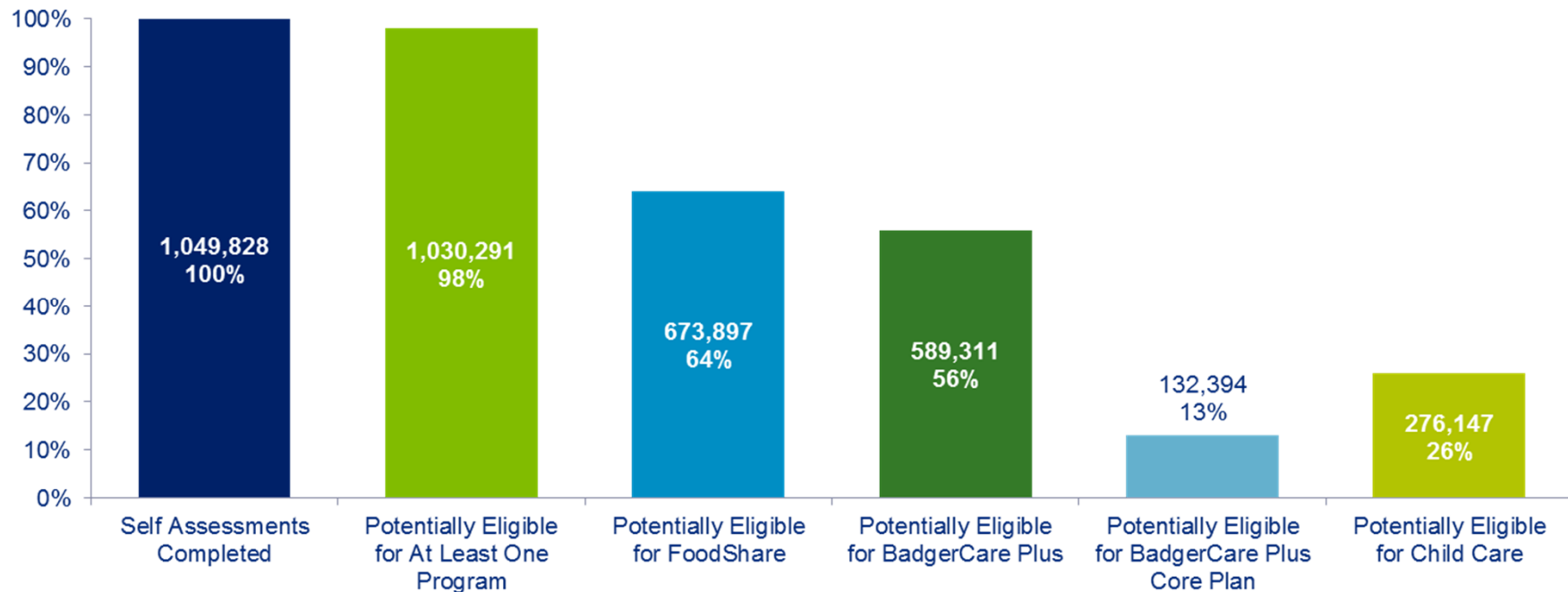
Beginning in December 2004, totals include the addition of Family Planning Waiver, Medicaid (EBD), MPA, Long Term Care, SeniorCare, WIC, School Meals/Summer food, TEFAP, and Tax Credits.

Beginning in late January 2007, totals include the addition of WHEAP (Wisconsin Home Energy Assistance Program.)

As of January 2008, Family Medicaid and BadgerCare changed to BadgerCare Plus, Family Planning Waiver changed to Family Planning Waiver and EBD Medicaid changed to Medicaid.

Beginning January 23, 2010, totals include the addition of Child Care.

# Households Found Potentially Eligible in AIE



Of the percentage of households found eligible for FoodShare, the average FoodShare value is: **\$199.64**

Source data: ACCESS.

Notes:

The numbers include eligibility for BadgerCare Plus as of January 12, 2008.

See next slide for detailed eligibility breakdown.

Prior to January 11, 2008, the numbers included eligibility for Family Medicaid and BadgerCare.

The numbers include eligibility for BadgerCare Plus Core Plan as of June 13, 2009.

The numbers include potential eligibility for Child Care as of Jan. 23, 2010.

# Potential Eligibility in AIE

	Date Available	February 2014	March 2014	Total to date
FoodShare	08/2004	66%	67%	64%
BadgerCare Plus (prior to January 11, 2008, this was Family Medicaid and BadgerCare)	08/2004	75%	75%	56%
BadgerCare Plus Core Plan	06/2009	0%	0%	13%
Medicaid (Elderly, Blind, and Disabled (EBD))	12/2004	13%	12%	10%
Family Planning Waiver	12/2004	97%	97%	73%
Medicare Premium Assistance Program	12/2004	4%	4%	3%
Long Term Care	12/2004	1%	1%	1%
SeniorCare	08/2004	8%	8%	7%
Child Care	01/2010	45%	43%	26%
Women, Infant and Children (WIC)	12/2004	20%	17%	24%
School Meals/Summer Food Service	12/2004	48%	45%	56%
The Emergency Food Assistance Program (TEFAP)	12/2004	69%	70%	66%
Medicare Part D	07/2005	13%	12%	11%
Tax Credits	12/2004	65%	66%	68%
Wisconsin Home Energy Assistance Program (WHEAP)	01/2007	77%	77%	61%
Life Insurance	01/2010	99%	99%	50%



# AIE Usage by County/Tribe

County/Tribe	Count
Adams	4,470
Ashland	4,360
Barron	9,332
Bayfield	2,908
Brown	44,005
Buffalo	2,281
Burnett	2,540
Calumet	6,179
Chippewa	12,900
Clark	4,751
Columbia	10,445
Crawford	2,995
Dane	97,929
Dodge	15,291
Door	3,963
Douglas	8,587
Dunn	9,972
Eau Claire	22,879
Florence	792
Fond du Lac	16,548
Forest	1,927

County/Tribe	Count
Grant	8,862
Green	7,142
Green Lake	2,891
Iowa	3,770
Iron	1,306
Jackson	3,526
Jefferson	14,354
Juneau	6,894
Kenosha	35,764
Kewaunee	2,392
La Crosse	22,823
Lac Courte Oreilles	0
Lafayette	2,609
Langlade	3,074
Lincoln	4,843
Manitowoc	11,592
Marathon	23,727
Marinette	8,413
Marquette	2,926
Menominee	871
Milwaukee	187,137

Source data: ACCESS.

## AIE Usage by County/Tribe (cont.)

County/Tribe	Count
Monroe	9,689
Oconto	10,839
Oneida	8,093
Outagamie	33,121
Ozaukee	11,056
Pepin	1,252
Pierce	6,358
Polk	8,653
Portage	13,583
Price	2,487
Racine	34,242
Richland	3,500
Rock	39,631
Rusk	3,040
Sauk	12,665
Sawyer	2,819

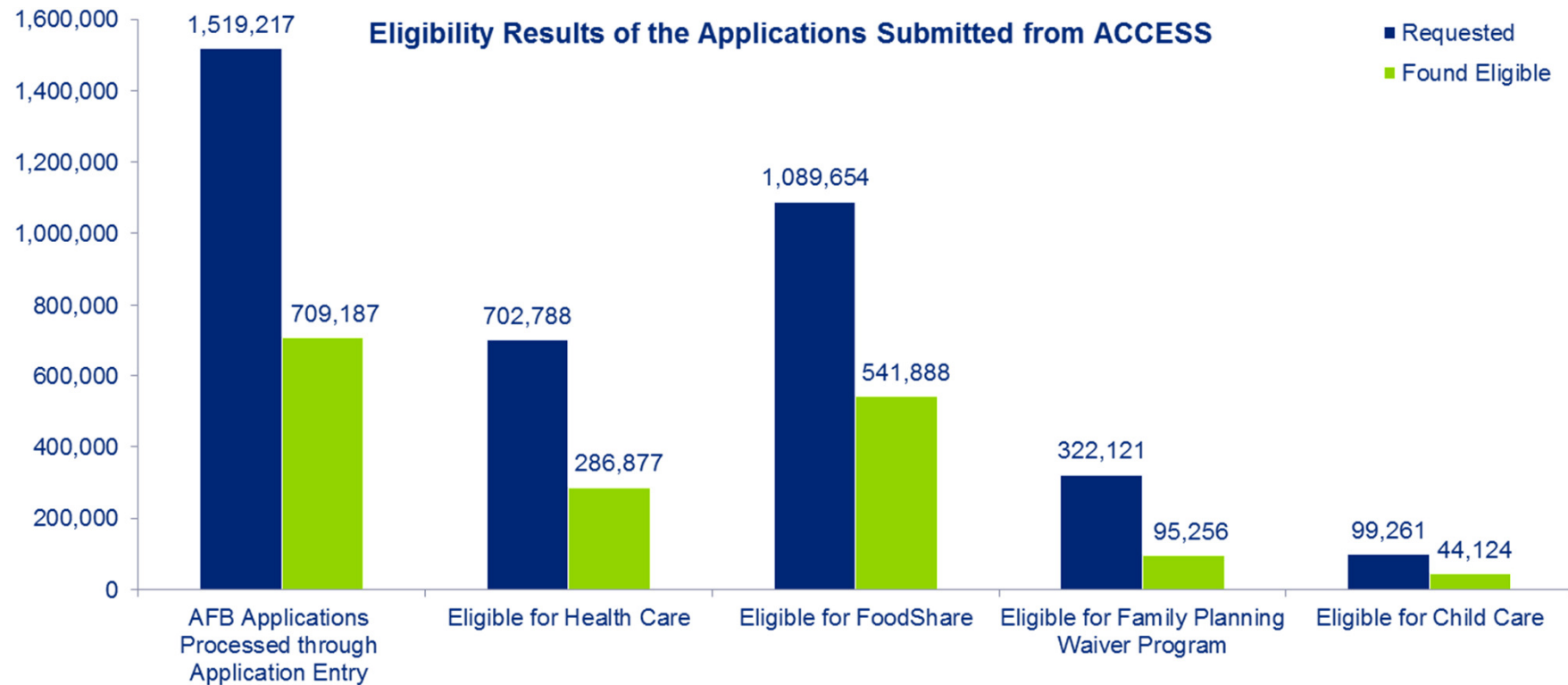
County/Tribe	Count
Shawano	7,422
Sheboygan	19,666
St. Croix	15,824
Taylor	2,870
Trempealeau	4,483
Vernon	4,973
Vilas	3,984
Walworth	19,838
Washburn	3,207
Washington	18,916
Waukesha	50,791
Waupaca	8,665
Waushara	4,163
Winnebago	29,621
Wood	15,838
Unknown	71,497

Source data: ACCESS.

# Apply for Benefits (AFB)

Usage and Eligibility Results Report  
As of March 31, 2014

# CARES/AFB Eligibility Results



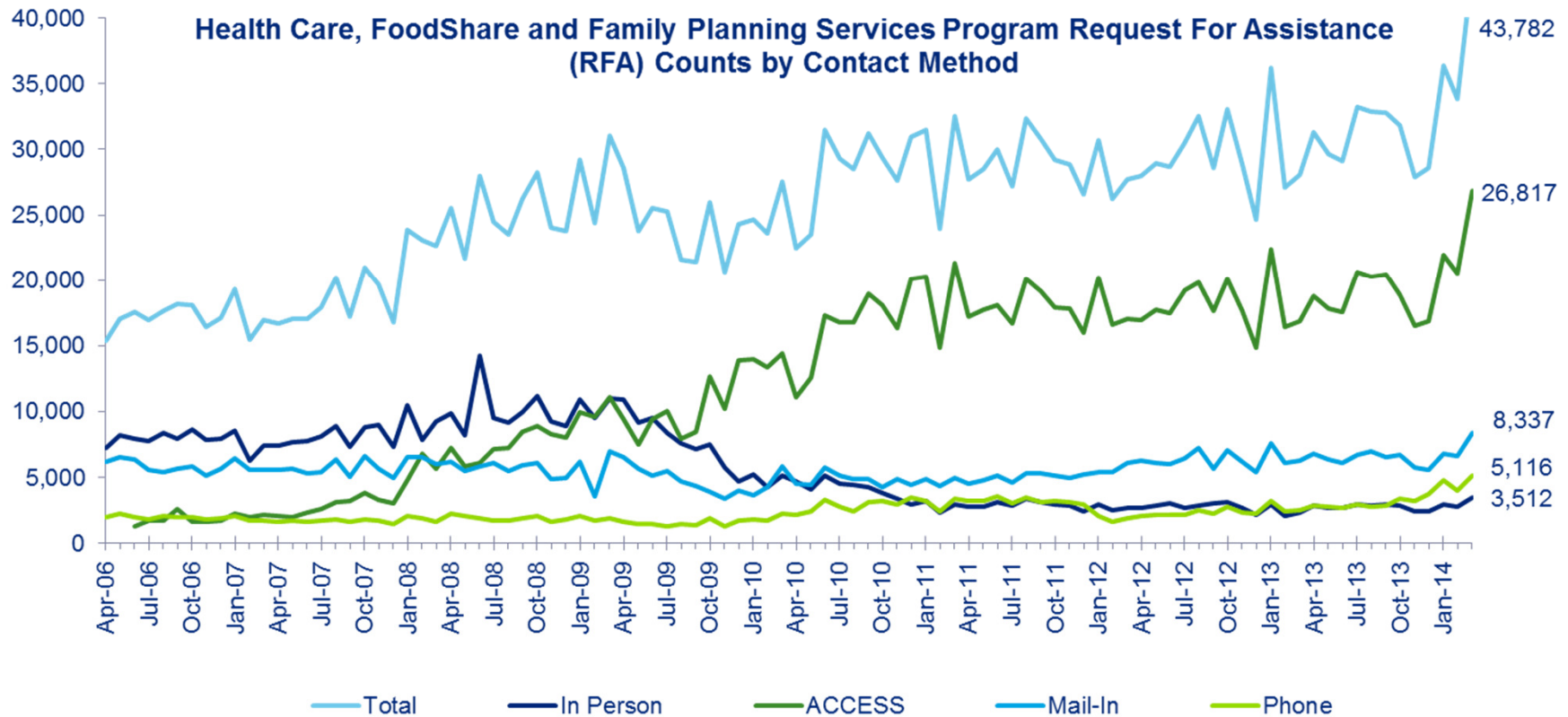
Source data: CARES.

Notes:

"AFB Applications Processed through Application Entry" indicates the number of ACCESS AFB applications for which the Application Entry process is complete for the case and eligibility has been run.

The Health Care bars include the following programs: BadgerCare Plus, Badger Care Plus Core Plan, Medicaid.

# CARES RFA Information



Source data: CARES.

# AFB Summary Information

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- **Application Statistics**

- Started to date: **2,410,502**
- Average started per month: **69,465<sup>1</sup>**
- Submitted to date: **1,576,899**
- Average completed per month: **28,021**
- Full applications: **1,538,504**
- Applications with just filing date: **38,395**
- Priority Service Eligible: **33%**
- Health care applications received this month with an elderly, blind, disabled or potentially disabled household member: **4,762**

- **Applications Submitted by Program**

- FoodShare: **1,187,196**
  - Priority Service Eligible: **501,009**
  - Not Priority Service Eligible: **686,187**
- Health Care: **716,894**
- Family Planning Waiver: **347,844**
- Child Care: **1,925**

1. Average over the last 3 months.

## **AFB Summary Information (cont.)**

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- **Help With Applications:**

- Applied at Community Access Point: **7.05%**
- Applied with the help of a friend or family member: **0.39%**
- Applied with the help of a staff person or volunteer at an agency: **0.60%**
- Authorized representative applied: **0.53%**
- Legal Guardian applied: **0.18%**
- Power of Attorney applied: **0.08%**

- **FoodShare Benefit Amount**

- Of those eligible for FoodShare, the average FoodShare value is: **\$229.10**

- **Answers to the FoodShare Interview Question**

- Number of applications that requested a phone interview: **273,724**
- Number of applications that requested an in person interview: **534,478**
- Number of applications that did not answer: **415,440**

## AFB Summary Information (cont.)

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- **Hardship Reasons**

- I am elderly, blind or disabled: **2.98%**
- I work during regular business hours: **10.83%**
- I have limited transportation or difficulty getting to the office: **14.55%**
- I have school or training during regular business hours: **3.74%**
- I am caring for another person in my household: **1.51%**
- I do not have child care: **5.24%**
- I am not comfortable going to the local agency: **3.18%**
- I am ill and unable to go to the local agency: **0.87%**
- There is severe weather in my area: **0.34%**
- Other: **3.11%**

- **BadgerCare Plus Core Plan Applications**

- Total Submitted Core Plan Applications: **0**
  - Submitted through Enrollment Services Center: **0**
  - Submitted through ACCESS: **0**
    - Submitted through Community Access Point: **0**

- **CWW Application Services tool Applications**

- Total AFB applications submitted through the CWW Application Services tool: **0**



# ACCESS AFB Usage by County/Tribe

County/Tribe	# of Submitted Applications
Adams	3,118
Ashland	3,588
Bad River	250
Barron	9,241
Bayfield	1,700
Brown	47,001
Buffalo	1,175
Burnett	2,164
Calumet	5,490
Chippewa	9,340
Clark	3,190
Columbia	9,133
Crawford	2,507
Dane	94,730
Dodge	14,028
Door	2,151
Douglas	6,689
Dunn	9,186
Eau Claire	17,010
Florence	653

County/Tribe	# of Submitted Applications
Fond du Lac	17,557
Forest	736
Grant	6,718
Green	5,050
Green Lake	2,241
Ho-Chunk Nation	2
Iowa	2,490
Iron	520
Jackson	1,734
Jefferson	11,123
Juneau	5,328
Kenosha	42,995
Kewaunee	1,733
La Crosse	33,689
Lac Courte Oreilles	0
Lac du Flambeau	191
Lafayette	301
Langlade	1,819
Lincoln	2,637
Manitowoc	3,755

Source data: ACCESS

## ACCESS AFB Usage by County/Tribe (cont.)

County/Tribe	# of Submitted Applications
Marathon	10,887
Marinette	23,410
Marquette	7,531
Menominee	2,658
Menominee Tribe	867
Miles	318,181
Milwaukee	88,157
Monroe	5,657
Oconto	6,028
Oneida	7,035
Oneida Nation	560
Outagamie	27,253
Ozaukee	8,917
Pepin	597
Pierce	11,640
Polk	8,969
Portage	12,433
Potawatomi	25
Price	889
Racine	43,951

County/Tribe	# of Submitted Applications
Red Cliff	114
Richland	2,049
Rock	37,419
Rusk	2,846
Sauk	10,983
Sawyer	2,011
Shawano	6,635
Sheboygan	18,851
Sokaogon	125
St. Croix	15,775
St. Croix Tribe	6
State	2
State of Wisconsin	363,485
Stockbridge-Munsee	147
Taylor	3,309
Trempealeau	3,280
Vernon	2,244
Vilas	2,382
Walworth	20,197
Washburn	2,340

Source data: ACCESS

## ACCESS AFB Usage by County/Tribe (cont.)

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County/Tribe	# of Submitted Applications
Washington	15,332
Waukesha	44,196
Waupaca	8,222
Waushara	3,079
Winnebago	27,870
Wisconsin	1
Wood	15,390
<b>Total (Submitted to date)</b>	<b>1,576,898</b>

Source data: ACCESS

# Check My Benefits (CMB) and Report My Changes (RMC)

Usage and Eligibility Results Report  
As of March 31, 2014

# MyACCESS Account Breakdown by County/Tribe (CMB/RMC)

County/Tribe	Count
Adams County	1,797
Ashland County	651
Badriver Tribe	176
Barron County	4,225
Bayfield County	331
Brown County	19,361
Buffalo County	251
Burnett County	1,362
Calumet County	2,354
Chippewa County	5,702
Clark County	596
Columbia County	4,180
Crawford County	1,369
Dane County	33,194
Dodge County	5,791
Door County	1,835
Douglas County	4,168
Dunn County	4,018
Eau Claire County	9,390
Florence County	178
Fond du Lac County	8,213

County/Tribe	Count
Forest County	246
Grant County	3,415
Green County	2,291
Green Lake County	1,340
Iowa County	1,450
Iron County	214
Jackson County	388
Jefferson County	5,863
Juneau County	2,410
Kenosha County	19,600
Kewaunee County	1,088
La Crosse County	21,037
Lac Courte Oreilles Tribe	76
Lac du Flambeau	329
Lafayette County	1,025
Langlade County	2,016
Lincoln County	880
Manitowoc County	5,224
Marathon County	10,202
Marinette County	3,815
Marquette County	1,254

Source data: ACCESS

# MyACCESS Account Breakdown by County/Tribe (CMB/RMC) (cont.)

County/Tribe	Count
Menominee County	628
Menominee Tribe	0
Miles	152,725
Milwaukee County	34,583
Monroe County	884
Oconto County	2,899
Oneida County	3,364
Oneida Tribal Council	706
Outagamie County	11,229
Ozaukee County	4,209
Pepin County	139
Pierce County	2,573
Polk County	3,743
Portage County	5,409
Potawatomi	14
Price County	329
Racine County	20,297
Redcliff Tribe	154
Richland County	1,361
Rock County	16,650

County/Tribe	Count
Rusk County	494
Sauk County	4,978
Sawyer County	537
Shawano County	3,236
Sheboygan County	8,529
Sokaogon Tribe	82
St. Croix County	5,428
State of Wisconsin	23,025
Stockbridge-Munsee Tribe	110
Taylor County	436
Trempealeau County	497
Vernon County	476
Vilas County	353
Walworth County	8,799
Washburn County	1,561
Washington County	7,877
Waukesha County	19,602
Waupaca County	4,542
Waushara County	1,733
Winnebago County	12,329

Source data: ACCESS

## MyACCESS Account Breakdown by County/Tribe (CMB/RMC) (cont.)

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County/Tribe	Count
Wisconsin (State level agency — CAPO)	2,015
Wood County	21,481
<b>Total</b>	<b>583,321</b>

Source data: ACCESS

# Types of Changes Reported to Date Cumulative

Change Type	Count
Change in address and/or phone number	144,912
Someone moved into household (person add)	42,656
Someone moved out of household	38,158
Someone died	851
Someone got married	6,428
Someone got divorced	675
Someone became pregnant	17,759
Someone's pregnancy ended	9,118
Someone became disabled	5,850
Someone started a type of job or employment	73,334
Someone changed a type of job or employment	41, 845
Someone ended a type of job or employment	97,077

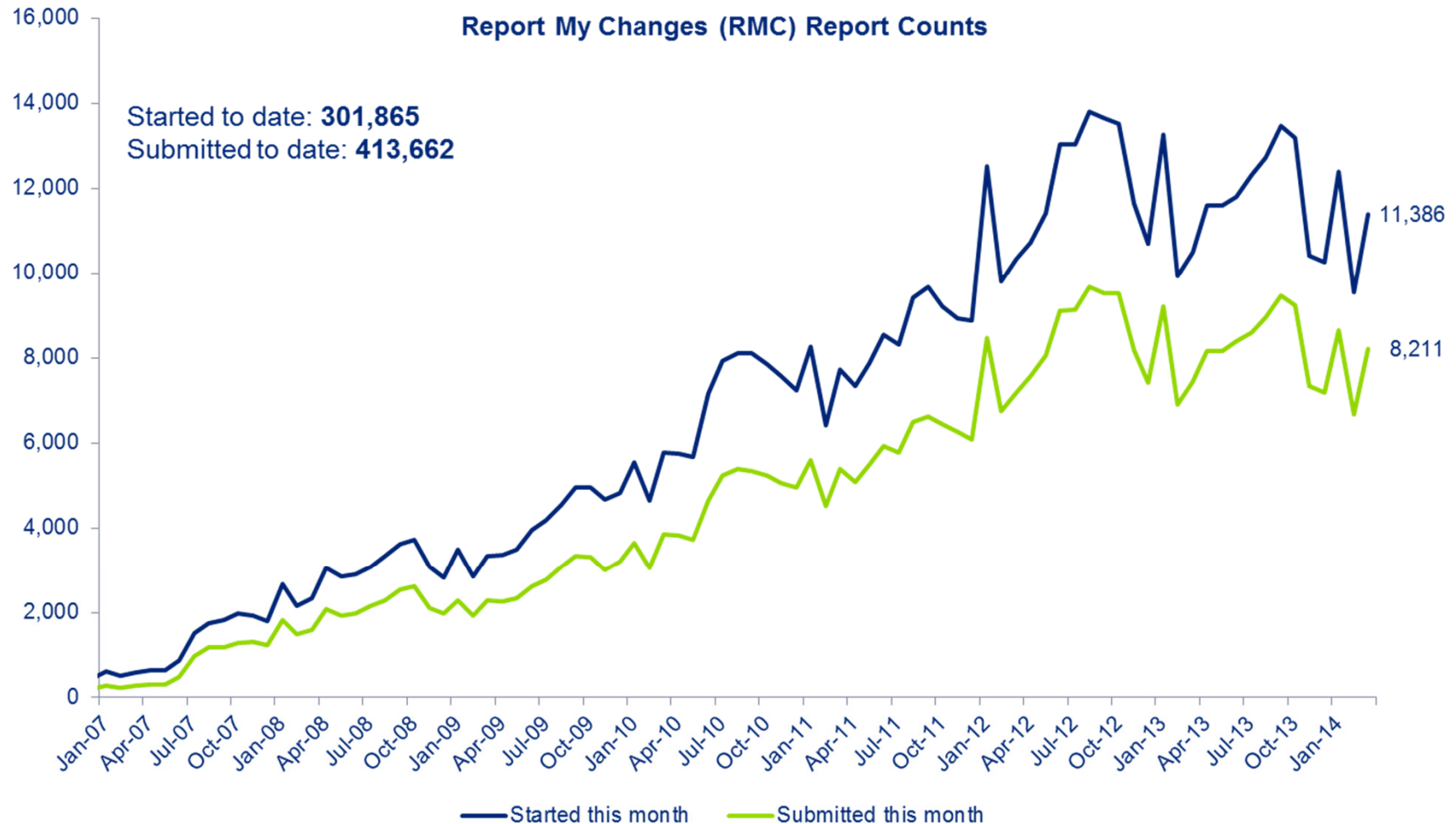
Change Type	Count
Someone started a type of unearned income	14,399
Someone changed a type of unearned income	21,630
Someone ended a type of unearned income	34,445
Someone added a new type of utility	116,516
Someone stopped paying a type of utility	13,323
Someone added a housing expense	38,577
Someone changed a housing expense	57,349
Someone ended a housing expense	11,517

1. These values are life-to-date counts

2. A single change report with multiple changes will be counted for each type of change in the table.



# RMC Summary Information



# RMC Usage by County/Tribe

County/Tribe	Count
Adams County	1,540
Ashland County	347
Badriver Tribe	32
Barron County	2,521
Bayfield County	143
Brown County	16,276
Buffalo County	178
Burnett County	748
Calumet County	1,478
Chippewa County	3,971
Clark County	714
Columbia County	3,002
Crawford County	912
Dane County	26,263
Dodge County	4,641
Door County	837
Douglas County	2,009
Dunn County	2,628
Eau Claire County	5,346
Florence County	51

County/Tribe	Count
Fond du Lac County	6,061
Forest County	144
Grant County	1,782
Green County	1,340
Green Lake County	679
Iowa County	849
Iron County	71
Jackson County	278
Jefferson County	3,282
Juneau County	1,861
Kenosha County	12,758
Kewaunee County	594
Lac du Flambeau Tribe	80
La Crosse County	10,959
Lac Courte Oreilles Tribe	7
Lafayette County	496
Langlade County	899
Lincoln County	575
Manitowoc County	3,288
Marathon County	7,252

1. These values are life-to-date counts.  
Source data: ACCESS

## RMC Usage by County/Tribe (cont.)

County/Tribe	Count
Marinette County	2,052
Marquette County	728
Menominee County	237
Menominee Tribe	0
Miles	101,023
Milwaukee County	33,685
Monroe County	1,507
Oconto County	2,205
Oneida County	1,716
Oneida Tribal Council	296
Outagamie County	10,484
Ozaukee County	2,947
Pepin County	111
Pierce County	1,509
Polk County	2,121
Portage County	3,225
Potawatomi	0
Price County	127
Racine County	14,203
Red Cliff Tribe	41

County/Tribe	Count
Richland County	890
Rock County	12,836
Rusk County	236
Sauk County	4,456
Sawyer County	341
Shawano County	2,311
Sheboygan County	5,810
Sokaogon Tribe	14
St.Croix County	4,232
State of Wisconsin	23,790
State Level Agency — CAPO	0
Stockbridge-Munsee Tribe	33
Taylor County	162
Trempealeau County	511
Vernon County	477
Vilas County	270
Walworth County	8,266
Washburn County	946
Washington County	4,748
Waukesha County	12,188

1. These values are life-to-date counts  
Source data: ACCESS

## RMC Usage by County/Tribe (cont.)

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County/Tribe	Count
Waupaca County	3,416
Waushara County	989
Winnebago County	8,884
Wood County	12,473
Wisconsin	9
Manually Processed	266
<b>Total</b>	<b>413,663</b>

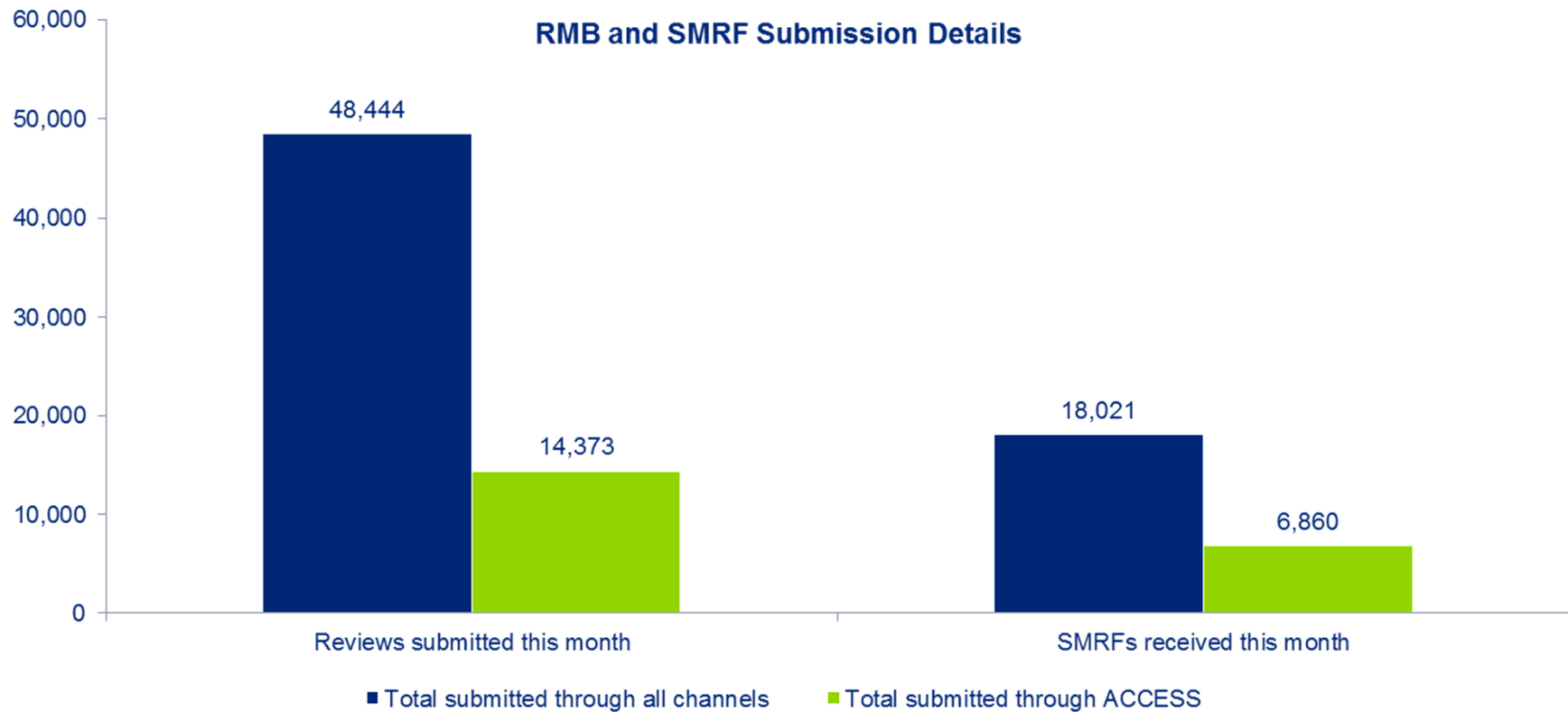
1. These values are life-to-date counts  
Source data: ACCESS

# Renew My Benefits (RMB)

Usage and Eligibility Results Report  
As of March 31, 2014

# RMB Usage

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# RMB/SMRF Summary Information

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- **Renewal Statistics**

- Submitted to date: **627,417**
- Average completed per month: **12,548<sup>1</sup>**

- **Renewals Submitted by Program**

- FoodShare: **9,290**
- Health Care: **4,849**
- Family Planning Waiver: **1,026**
- Child Care: **1045**

- **SMRF Statistics**

- Submitted to date: **214,782**
- Average completed per month: **6,928<sup>1</sup>**

- **SMRFs Submitted by Program**

- FoodShare Only: **5,909**
- Child Care Only: **246**
- Both FoodShare and Child Care: **705**

1. Average over the last 3 months.

# ACCESS RMB Usage by County/Tribe

County/Tribe	# of Submitted Renewals	# of Submitted SMRFs
Adams County	1,218	628
Ashland County	606	155
Badriver Tribe	83	33
Barron County	3,387	1,350
Bayfield County	397	40
Brown County	13,425	6,359
Buffalo County	249	42
Burnett County	1,281	488
Calumet County	2,107	641
Chippewa County	6,895	1,851
Clark County	1,204	135
Columbia County	4,109	1,435
Crawford County	1,184	342
Dane County	25,880	12,093
Dodge County	4,160	1,988
Door County	1,459	574
Douglas County	3,850	1,523
Dunn County	3,734	1,267
Eau Claire County	9,380	3,098
Florence County	104	16

County/Tribe	# of Submitted Renewals	# of Submitted SMRFs
Fond du Lac County	9,254	2,648
Forest County	276	96
Grant County	3,486	921
Green County	2,020	780
Green Lake	945	384
Iowa County	1,482	464
Iron County	228	42
Jackson County	408	54
Jefferson County	6,867	1,940
Juneau County	2,189	898
Kenosha County	17,283	7,303
Kewaunee County	942	388
La Crosse County	20,408	6,523
Lac Courte Oreilles Tribe	7	5
Lac du Flambeau Tribe	232	90
Lafayette County	950	293
Langlade County	1,894	564
Lincoln County	1,071	210
Manitowoc County	3,954	1,688
Manually Processed	59	22

1. These values are life-to-date counts.  
Source data: ACCESS.



# ACCESS RMB Usage by County/Tribe

County/Tribe	# of Submitted Renewals	# of Submitted SMRFs
Marathon County	8,523	3,397
Marinette County	2,687	1,162
Marquette County	985	454
Menominee County	483	194
Menominee Tribe	0	0
Miles	199,075	65,443
Milwaukee County	37,892	17,576
Monroe County	1,499	225
Oconto County	2,266	887
Oneida County	3,102	915
Oneida Nation	316	188
Outagamie County	7,355	3,459
Ozaukee County	4,729	1,304
Pepin County	147	24
Pierce County	2,033	689
Polk County	3,223	1,126
Portage County	5,269	1,658
Potawatomi	6	1
Price County	292	46
Racine County	14,641	7,708

County/Tribe	# of Submitted Renewals	# of Submitted SMRFs
Red Cliff Tribe	78	39
Richland County	944	451
Rock County	16,723	6,109
Rusk County	415	71
Sauk County	4,964	1,893
Sawyer County	629	161
Shawano County	2,667	1,044
Sheboygan County	7,535	3,153
Sokaogon Tribe	32	13
St. Croix County	4,864	1,580
State of Wisconsin	50,279	8,304
Stockbridge-Munsee Tribe	43	17
Taylor County	437	70
Trempealeau County	909	100
Vernon County	813	105
Vilas County	558	71
Walworth County	10,730	3,622
Washburn County	1,536	572
Washington County	8,943	2,429
Waukesha County	22,393	5,702

1. These values are life-to-date counts.  
Source data: ACCESS.

## ACCESS RMB Usage by County/Tribe (cont.)

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County/Tribe	# of Submitted Renewals	# of Submitted SMRFs
Waupaca County	4,502	1,160
Waushara County	1,250	530
Winnebago County	9,782	4,395
Wisconsin (state level agency — CAPO)	0	0
Wood County	23,211	7,365
Total (submitted to date)	627,427	214,783

1. These values are life-to-date counts  
Source data: ACCESS